Connectability Corner

PUTTING THE PIECES TOGETHER.

Welcome Our Newest Team Member: Sunny Grewal!

Sunny has a 24-year career in the IT industry, with a background in supporting various hardware and software platforms. He is a self-taught computer programmer, with a degree from Sheridan College and certifications in MSCE, Oracle/ Developer2000, CCNA, and Lenovo.

Sunny thrives in challenging work environments and is always willing to tackle problems head-on. His top priority is customer satisfaction by going above and beyond for his customers.

In his leisure time, Sunny enjoys spending time with his family and being outdoors. He has a passion for travel, cooking various types of cuisine, working on his car, and taking it to the track.

Please give a warm welcome to Sunny!

April 2023

This monthly publication provided courtesy of Ted Shafran, President of Connectability

The IT Services Model Where Everyone Wins – And The One Where You Lose Big

If you're a business owner, there's probably a good chance you spent time figuring out the IT needs of your business. It's not as easy as searching online and picking the cheapest option or the company with the best reviews. The cheap option may not provide the services you need to keep your business at the top of its game, and the best-reviewed business may be too expensive or offer services that are completely unnecessary for your business.

To put it simply, if you want to get the most out of your IT support services, you must do some research. If you haven't spent a lot of time in the world of IT, it can be difficult to figure out where to even begin with your research. If you've found yourself in this situation previously or are preparing to open a new business and are interested in your IT support options, we've got you covered. We've put together the three most common forms of IT

support and explain the benefits and drawbacks of each so you can confidently decide on the best option for your business.

Managed IT Services
In this option, the IT services company takes over the role of your in-house IT department for a fixed and agreed-upon monthly rate. They'll install, support and maintain all the users, devices and PCs connected to your network on a routine basis. They will even take care of your hardware and software needs for an extra cost. If you're trying to plan for a monthly budget or want routine maintenance and IT support, this option will work wonders for your business.

It's my sincere belief that the managed IT approach is undoubtedly the most cost-effective and smartest option for any business. With managed IT services, your business will be protected from IT-related problems, and they will

keep your systems up and running. They can prevent common "disasters" such as lost devices, hardware failures, fires, natural disasters and a host of other issues that can interrupt or outright destroy your IT infrastructure and the data it holds.

Technology As A Service

Another option that might work really well for your business is using a company that offers technology as a service. With these companies, you'll get everything that managed IT services offer but with the addition of new hardware, software and support. This service ensures that your business is always up-to-date with the newest software and hardware. The greatest benefit of technology as a service is that you'll avoid the heavy cost of new hardware and software when you need it, but you will be paying far more for the same hardware and software over time. You'll also need to pay attention to the services they offer to ensure they can provide what you need and that it does not cost extra.
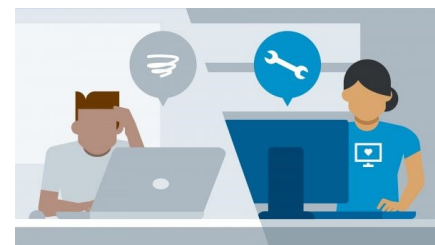
Time And Materials

Time and materials are often referred to as the "break-fix" method. This essentially means that you pay an agreed-

> **"If you want to get the most out of your IT support services, you must do some research."**

upon hourly rate for a technician to "fix" a problem when something "breaks." It's a simple and straightforward way to pay for IT services but often doesn't work in your favour and can lead you to pay more for basic services.

I would only recommend the time-and-materials approach if you already have an IT team and you need additional support for a problem that your current IT team doesn't have the time or expertise to handle. Under the break-fix model, the IT company has no immediate need to stabilize your network because they are getting paid hourly. The break-fix model is unable to supply ongoing maintenance and monitoring, which computer networks need to stay secure.

Choosing the right IT option for your business can take time and is certainly not something you want to rush into. Take your time and do your research to find the best option to fit your needs. If you're unsure of where to even begin – or need some help navigating the sometimes confusing world of IT support – give us a call. We would be glad to help you find the IT support you need.
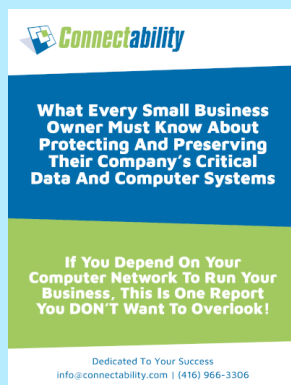
Shiny New Gadget Of The Month:

Anker NEBULA Capsule II Smart Portable Projector

There's nothing quite like watching your favourite movie under the stars. Now, doing so has become easier with the Anker NEBULA Capsule II Smart Portable Projector. This projector is great for indoor and outdoor use since it has a great picture and built-in speakers. It runs on Android TV 9.0, which allows you to access a wide range of streaming services – Hulu, YouTube and more – without needing an external device. This projector is as portable as it gets since the NEBULA Capsule II is only the size of a pop can. It is the perfect device for any situation, whether you're going camping, hosting an outdoor party or simply want a large screen for video games or movies.

3 Signs You're About To Get Hacked — And What You Can Do To Prevent It

Hackers love to go after small businesses. There are tons to choose from, and many don't invest in solid IT security. Plus, many business owners and their employees have bad cyber security habits. They do things that increase their risk of malware and cyber-attacks. Here are **five bad habits that can lead to a hack** and what you can do to reduce your risk.

1. **Giving out your email**: Just about every website wants your email address. If you share it with a vendor or e-commerce site, it's usually not a big deal (though it varies by site – some are more than happy to sell your email to advertisers). The point is that when you share your email, you have no idea where it will end up – including in the hands of hackers and scammers. The more often you share your email, **the more you're at risk and liable** to start getting suspicious emails in your inbox.

   If you don't recognize the sender, then don't click it. Even if you do recognize the sender but aren't expecting anything from them and do click it, **DO NOT open links or attachments**. There's always a chance it's malware. If you still aren't sure, confirm with the sender over the phone or in person before clicking anything.

2. **Not checking for HTTPS:** Most of us know HTTP – Hypertext Transfer Protocol. It's a part of every web address. However, most websites now **use HTTPS, with the S meaning "secure."** Most browsers now automatically open HTTPS websites, giving you a more secure connection, but not all sites use it.

If you visit an unsecured HTTP website, any data you share with that site, including date of birth or financial information, is not secure. You don't know if **your private data will end up in the hands of a third party**, whether that be an advertiser (most common) or a hacker. Always look in the address bar of every site you visit. Look for the padlock icon. If the padlock is closed or green, you're secure. If it's open or red, you're not secure. You should immediately leave any website that isn't secure.

3. **Saving passwords in your web browser:** Browsers can save passwords at the click of a button. Makes things easy, right? Unfortunately, this method of saving passwords is not the most secure. **If a hacker gets your saved passwords, they have everything** they could ever want. Most web browsers require a password or PIN to see saved passwords, but a skilled hacker can force their way past this if given the chance.

   Protect yourself with a dedicated password manager! These apps keep passwords in one place and come with serious security. Password managers can also suggest new passwords when it's time to update old passwords (and they remind you to change your passwords!). LastPass, 1Password and Keeper Security Password Manager are good options. Find one that suits your needs and the needs of your business.

Tech Connect Video Series:
Online Banking: Tips And Tricks To Keep Your Money Safe

Online banking is widely used by business people and it's easy to see why. It's simple to use, and offers a convenient way to make deposits, transfer funds, pay bills, and review your transactions, all without standing in line at a bank. And while there are lots of benefits, there are also a fair share of drawbacks. The biggest concern, as usual, is security.

Watch this video NOW to discover how you can secure your business, and your bank account, from cybercriminals working diligently to steal your hard earned cash.

This video provides **six best practices** around banking online safely. You can apply these tips and tricks to your business to reduce your chances of a security breach and financial loss. To learn more, go to **https://bit.ly/3TcBqw9** OR go to our website at **www.connectability.com,** hover over **"Resources & Videos"** and select **"Videos".**
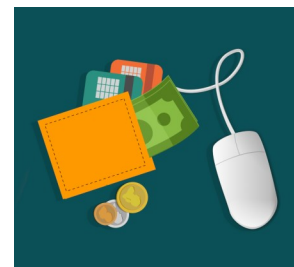
▪ Let Your Employees Know You Care With These 3 Tactics

If an employee is unhappy working for your company or doesn't feel appreciated by their leadership team, they will search for a new job. This has left many leaders questioning what they can do to show their employees they actually care about them and their well-being. Here are a few different ways to show your team you care.

Growth Opportunities

Most employees want to work somewhere with the potential for advancement. It's important to connect with your employees through one-on-one meetings so you can determine how they want to grow professionally and personally.

Foster A Supportive Work Environment

Nobody wants to work at a business where they don't feel accepted, supported or appreciated. Go out of your way to create an inclusive environment and give your team a sense of belonging.

Recognition

Your employees want to hear about it when they do well. Don't be afraid to recognize or reward them when they're doing a great job. Simply thanking your employees for their hard work can go a long way toward improving overall morale.

▪ Are You Micromanaging Your Team?

There are many different management styles, but one that always seems to upset employees and take away from productivity is the act of micromanaging or overcoaching. Micromanaging occurs when a leader provides instructions that are too specific while watching over the team as they perform their tasks, looking for any lapse in perfection they can then bring up to the employee. It's a frustrating practice that can send well-qualified employees running out your doors.

So, how do you know if you're micromanaging your team? Pay attention to how you're directing them. You won't get a preferred response if you tell your billing manager how to do their job. You hired these employees to perform specific roles, and they have the experience to do it well. So, let them work until there's a need to redirect or reanalyze the situation. Ask for feedback when you conduct one-on-one meetings with your team. Listen and make the necessary adjustments if they say you're micromanaging. This will help boost productivity in your business while you still get the most from your team.
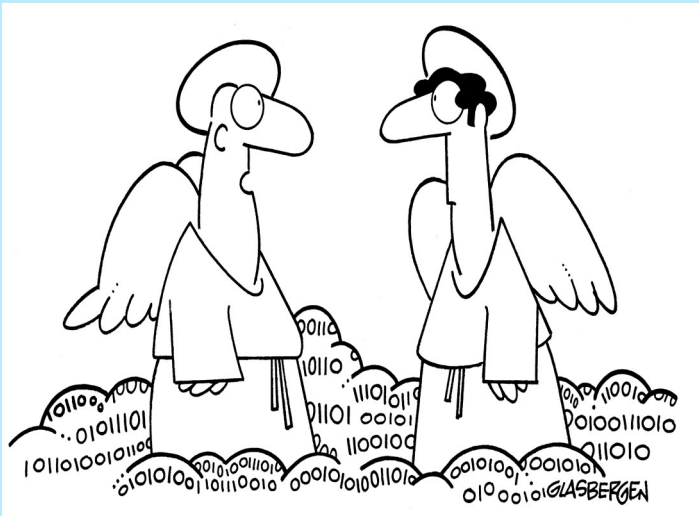
"You should have been here back in the old days before cloud computing"

This month we will be making a donation to **Street Haven at the Crossroads.**

Street Haven at the Crossroads offers pathways for women who are experiencing or are at-risk of homelessness, through a variety of integrated services in which women support women. Their philosophy is that all women deserve to be treated with dignity and to be given the tools and opportunities to achieve their goals.

Street Haven offers an emergency shelter, addiction services, supportive housing, and a learning center where they provide free educational and pre-employment services for women.

If you'd like to contribute to Street Haven at the Crossroads we'd love your help! Email us at: info@connectability.com or call (416) 966 3306.